

Issued: August 1, 2008

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SECTION 2 - REGULATIONS, (CONT'D.)

2.18 Lifeline Service

2.18.1 Applicability

- A.** Lifeline Service is a telecommunications service designed to help qualified low-income individuals reduce the monthly cost of basic telephone service.
- B.** Eligible customers will receive the Lifeline discount as set forth in Section 4.11.1 to be applied to their basic local exchange service.
- C.** Eligible customers may have multiple access lines per residential service location; however, only the primary access line at the principal place of residence will be eligible for the Lifeline discount.
- D.** All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service shall be billed at the tariffed rate.
- E.** Lifeline Service shall not be available on a retroactive basis, and is only available to customers who subscribe to one of Matrix's local service plans.

2.18.2 Designated Services Available to Lifeline Customers

The following services shall be offered to eligible Lifeline customers:

- A.** Single Party Service
- B.** Local Usage
- C.** Touch Tone Services
- D.** Voice Grade Access to the Public Switched Network
- E.** Access to Emergency Services
- F.** Access to Operator Services
- G.** Access to Interexchange Services
- H.** Access to Directory Assistance
- I.** Availability of Toll Restriction at No Charge

Lifeline Service may not be disconnected for non-payment of toll charges. Eligible customers accepting toll restriction services shall not be required to pay a deposit.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.18 Lifeline Service, (Cont'd.)

2.18.3 Eligibility Requirements

- A.** Customers or applicants seeking the Lifeline service discount must be qualified by the Texas Department of Human Services Low Income Discount Administrator ("LIDA").
- B.** Lifeline Service will also be provided to applicants or customers residing on Tribal Lands who meet the following criteria:

The applicant or customer must be qualified by LIDA and self-certify, under penalty of perjury, that they reside on a reservation, as defined in the Federal Code of Regulations (CFR) 47 § 54.400(e).

2.18.4 Application Requirements

- A.** The Lifeline discount will automatically be applied to a customer's account when the customer is qualified by LIDA.
- B.** The Lifeline discount will be reflected on the customer's next invoice following their qualification by LIDA.
- C.** Lifeline service will not be implemented or continued when the customer is no longer qualified by LIDA.
- D.** When Matrix is notified by LIDA that a customer is no longer eligible for Lifeline, their service will be billed at current tariffed rates.
- E.** Lifeline qualified Tribal Land applicants or customers must self-certify under penalty of perjury that they reside on a reservation, as defined in the Federal Code of Regulations (CFR) 47 § 54.400(e).

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SECTION 2 - REGULATIONS, (CONT'D.)

2.18 Lifeline Service, (Cont'd.)

2.18.4 Application Requirements, (Cont'd.)

- F.** The Tribal Land discount will be applied to a LIDA qualified Lifeline customer's account when the Tribal Land signed self-certification documentation is received by Matrix from the customer.
- G.** Customers will not be provided the Tribal Land Lifeline discount on a retroactive basis.
- H.** Tribal Land Lifeline service is only available to those eligible customers who subscribe to one of Matrix's local service plans.
- I.** Tribal Land Lifeline billing will be not implemented or continued when the customer is no longer qualified by LIDA.
- J.** When Matrix is notified by LIDA that a customer is no longer eligible for Lifeline service their Tribal Land discount will be removed and their service will be billed at current tariffed rates.

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SECTION 3 - LOCAL SERVICE DESCRIPTIONS, (CONT'D.)

3.2 Matrix Price List, (Cont'd.)

3.2.6 Lifeline Support Amounts

A. Lifeline support amounts per qualifying low-income customer shall be provided as follows:

1. Matrix shall grant a waiver of the monthly federal subscriber line charge (SLC) to qualifying low-income customers.

2. Pursuant to 47 Code of Federal Regulations Section 54.403, Matrix shall give a qualifying low-income customer a state-approved reduction of \$1.75 in the monthly amount paid for local exchange service.

4. Pursuant to 47 Code of Federal Regulations Section 54.403, Matrix shall give a qualifying low-income customer the following:

a. an additional state-approved reduction of \$3.50 in the monthly amount paid for local exchange service; and

b. a further federally approved reduction of \$1.75 in the monthly amount paid for local exchange service.

c. Texas High Cost Universal Service Plan ILEC Area discount – (N)
AT&T Territory: \$1.42 (N)

4. The monthly discounted residential rate for local exchange service for qualifying low-income customers may not be reduced below \$2.50.

5. Qualified Lifeline Tribal Lands customers will receive, in addition to the discounts listed above, an additional federal approved reduction of \$25.00. The monthly discounted residential rate local exchange service for qualifying low-income individuals living on tribal lands may not be reduced below \$1.00.